ACS VOLUNTEER POSITION DESCRIPTION

PROGRAM: Community Life Program

POSITION/TITLE: Neighborhood Welcome Assistants

FIRST LINE SUPERVISOR: Mayor/Assistant Mayor of community in which they live.

SECOND LINE SUPERVISOR: Community Life Officer/ACS Volunteer Program Manager

GOAL/OBJECTIVE: To provide assistance to Mayor, community and sponsor unit to make each neighborhood a better and safer place for families to live at Fort Riley.

DUTIES: Obtain names and quarters number of new residents; Collects and assembles written information on Fort Riley into a "Welcome Packet;" Visits each new resident at their doorstep (not entering homes), and provides Welcome Packet within two weeks of receiving the names/quarters number (Welcome Packet should include such items as Bugle Call, instructions to obtain information on Fort Riley Website, Fort Riley map, DMWR seasonal guide, copy of a current area newsletter, copy of the Post newspaper, copy of the ACS information booklet); Informs residents of Community Life Program (fact sheet will be provided byCLO). Provide s residents with housing area website/email addresses and Mayor/Assistant Mayor email addresses; Work activity will primarily involve walking; however, volunteer may be requested to assist with activities that may require standing, bending, lifting and stooping.

TIME/DRIVING REQUIREMENT: Neighborhood Welcome Assistants spend 2-10 hours each month, depending on the number of new residents arriving in the area. Driving of GOV and reimbursement of POV expenses are not authorized. Regular use of a vehicle is not required. Volunteer must take security and computer use training prior to government computer use (1 hr); Volunteer may be required to undergo security clearance prior to government computer use depending on access required.

QUALIFICATIONS: Volunteer must: Live in neighborhood in which work will be done; have good customer service, oral communication, and organizational skills; Possess willingness to help community in which he/she lives. If assists with publication/data entry of handouts, must have basic knowledge of word processing software and typing skills.

TRAINING: Army Community Service volunteer orientation and program introduction (2 hrs); Supervisor will provide on the job training in data processing skills (as applicable), customer service, and telephone skills.

EVALUATIONS: Ongoing and immediate supervisor feedback; Annual evaluations for long term volunteers (3 or more months) unless need for more as determined by supervisor and volunteer.